

Report on Elderplan FIDA Participant Advisory Committee

March 15th 2018, 10:30 a.m. – 1:00 p.m., Brooklyn, NY

Elderplan conducted its Q1 2018 Participant Advisory Committee meeting for our FIDA Participants on March 15th, 2018. The meeting was held at the Corporate Offices of Elderplan/HomeFirst (part of the MJHS family).

ELDERPLAN FIDA PARTICIPANT ADVISORY COUNCIL

The program included a brief overview of the valuable benefits offered by our FIDA plan, a recap of the Plan's performance to-date as well as educational information about the importance of Falls Prevention and the success of our prevention program. We also provided an overview of the 2018 Wellness Incentive Program and reviewed the importance of health screenings and preventive measures including: flu vaccine, colorectal cancer screening, mammography, retinal eye exam and medication management for members with rheumatoid arthritis. During the break and prior to the start of the PAC, a magician performed, which the participants thoroughly enjoyed. Lunch was also served at the conclusion of the session.

RECRUITMENT

Elderplan is highly committed to recruiting participants for the PAC session. Invitations were mailed to the homes of all FIDA Participants four weeks prior. In addition, our Care Managers reminded our members of the upcoming meeting during monthly calls, which did lead to additional RSVPs.

Elderplan also partnered with our transportation vendor, Logisticare, who performed initial and follow-up outbound calls to members to confirm their RSVP as well as schedule their transportation pick up and drop off to and from the event. Elderplan continues to partner with Logisticare, as with past PAC sessions, as it's proven effective in increasing overall attendance.

One week prior to the meeting, Elderplan had successfully recruited 37 participants to attend the PAC in person, who planned to bring 32 guests, for a total of 69 attendees. The 37 participants represented approximately 7% of our membership at the time and included representation from all five Boroughs of NYC. Transportation was offered to all participants and their accompanying family member and home health aides.

ATTENDANCE

As expected with the winter weather, there was a falloff in attendance. We had 23 FIDA participants, and 14 accompanying caretakers at our Q1 2018 Elderplan FIDA PAC meeting. This represented approximately 4% of our membership at the time. The PAC attendees came from Staten Island, Manhattan, Bronx, Brooklyn and Queens. 17 of the 23 attendees spoke English. The 6 attendees and their additional guests who spoke Spanish were provided with headsets for live, simultaneous translation during the session. The powerpoint presentation was also translated into Spanish and additional Elderplan staff were on hand to assist in translating during arrival, lunch, and departure. 13 participants brought home health aides with them, and 2

participants brought their spouses with them. A mother attended on behalf of her daughter who is bedbound and non-verbal. Two participants arrived in wheelchairs.

In addition, we opened the phone line for any participants who wished to attend remotely. Nobody declared being on the line during the roll call.

THE PROGRAM

Introduction

Diane Ashley, Vice President, welcomed everyone to the Plan's Participant Advisory Committee meeting.

At the start of the program, Participants were given a brief history of MJHS, how Elderplan was one of the original social HMOs and how we continue to carry on a tradition of compassion, dignity and respect first established by the Four Brooklyn Ladies when they founded MJHS in 1907.

FIDA Benefits and Services

Frank Polanco, Vice President, explained the benefits offered by Elderplan FIDA and how they differ from other integrated and long term care program, specifically, coordination of Medicare and Medicaid home and community benefits, an integrated appeals and grievances process, an integrated enrollment process, and the value of the over-the-counter drug benefit.

Elderplan addressed questions and any concerns raised by FIDA Participants, at the conclusion of the benefit segment, and advised participants and family members that Care Managers were onsite to speak with participants regarding any concerns or issues they would like to discuss privately. Also, Logisticare remained onsite, to address any transportation concerns participants may have.

As in past sessions, many of the questions centered around the desire of Participants for clarity on over-the-counter items, so we once again handed out the OTC list. Some also had questions about billing and providers. All participants who had personal questions met individually with Care Managers to address their needs. Care Managers, as well as the Account Management staff from Logisticare, were available during lunch to address any issues the participants have brought up directly. We encouraged participants to call Participant Services, at any time, if they have a problems or concerns. Elderplan also reminded participants that we continue to share their feedback from previous PAC sessions during CMTOs.

Elderplan FIDA Performance Update

As of March 5th, 2018, Elderplan had 501 enrollments in our FIDA plan with 30 disenrollments in Q4 2017. Participants were reminded that we're here for them should they have any questions or concerns. There were six appeals by participants or participant's representatives during the fourth quarter period and only 8 grievances, 2 related to to sales, 3 related to quality of care and 1 related to the benefits package. All were resolved to the participant's satisfaction.

Falls Prevention Program

Josephine Frisari, RN led a presentation on the outcome of the Elderplan Falls Prevention Program. She walked through the different reasons why this program is important and provided helpful tips in an effort to educate participants about avoiding future falls. In conclusion, Josephine shared that Elderplan's fall program reached and exceeded its goal of achieving 95% of Participants who did not fall in 2017. In fact, 97% of all Elderplan participants did not fall in 2017.

Wellness Incentive Program

Josephine Frisari, RN spoke about the 2018 Wellness Incentive Program and how Participants can earn a \$15 Visa gift card for each screening they are eligible for and complete. Josephine referred participants to their Care Managers to address specific questions.

Questions and Answers

At the conclusion of the PAC session, participants, their family members and home health aides were asked if they had any additional questions they'd like to raise. Participants who had asked personal questions, regarding providers near them or authorizations, were advised that a Care Manager would speak with them privately after the meeting...which they did. We also asked if the participants were happy with Elderplan FIDA and the response was overwhelmingly positive.

Conclusion of PAC Program

In closing, all participants were thanked for choosing Elderplan FIDA and for traveling to join this quarter's PAC session.

We also let participants know that the next PAC meeting would be held on June 12 at Isabella, a new member of the MJHS Health System, located in Washington Heights.

Before concluding, Participants were once again given the contact information for Elderplan's FIDA Participant Services and Ombudsman Services:

Elderplan FIDA Participant Services
1-855-462-3167
TTY: 711
8:00 AM to 8:00 PM, 7 Days a Week

The following Ombudsman contact information was provided:

FIDA Participant Ombudsman
1-844-614-8800
TTY: 711
Online: icannys.org

Elderplan requested that participants first share any issues or concerns by contacting FIDA Participant Services directly. This will make it possible for us to address any issues immediately. Of course, participants or families may also contact the Ombudsman at any time.

The magician, Steve Rodman, performed as members arrived as well as during a 20-minute break during the presentation. The performance included audience participation. Everyone seemed to really enjoy the entertainment and responded with lots of laughter and applause.

Lunch and Informal Conversation

Speakers, as well as other members of the Elderplan staff, along with the onsite interpreters and Logisticare staff, joined the participants, their family members and health aides for lunch. No new issues arose for discussion. At the conclusion of the PAC, all Participants were provided transportation safely back to their homes.